



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR(S) : Robert Lawrence Gallick
TITLE : Call Center Queue Administration
APPLICATION NO. : 09/511,256
FILED : February 23, 2000
CONFIRMATION NO. : 4237
EXAMINER : Shick C. Hom
ART UNIT : 2666
LAST OFFICE ACTION : January 30, 2004
ATTORNEY DOCKET NO. : LUTZ 2 00272-1
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Technology Center 2600

AMENDMENT

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action mailed January 30, 2004, on the above-referenced patent application, Applicant respectfully requests reconsideration of the application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.